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DATE: **September 2, 2003**CLIENT/MATTER NO.: **IEX 2046000**TO: **Examiner Cuong H. Nguyen**FIRM NAME: **US Patent & Trademark Office**CITY, STATE: **Alexandria, Virginia**FACSIMILE NUMBER: **703-746-5572**

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ATTORNEY DOCKET NO.
IEX 2046000

PATENT APPLICATION
SERIAL NO. 09/504,330

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Leamon

Serial No.: 09/504,330

Filed: February 14, 2000

Examiner: Cuong H. Nguyen

Group Art Unit: 3625

Title: **METHOD AND SYSTEM FOR SKILLS-BASED PLANNING
AND SCHEDULING IN A WORKFORCE CONTACT
CENTER ENVIRONMENT**

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BRADLEY D. ELLIS

Commissioner for Patents
PO Box 1450
Alexandria, Virginia 22313-1450

AMENDMENT

Dear Sir:

In response to the Office Action dated April 23, 2003 ("Office Action"), please
reconsider the above-referenced application ("Application"):